

EMPLOYMENT ASSISTANT III

DISTINGUISHING FEATURES OF THE CLASS: This is supervisory work involving a responsibility for overseeing and directing the day-to-day activities of an employment unit. The work is performed under the general supervision of a higher-level administrator and supervision is exercised over a number of paraprofessional, technical and clerical personnel. Does related work as required.

TYPICAL WORK ACTIVITIES:

Supervises the day-to-day activities of an employment unit by assigning and reviewing work, resolving problems, establishing and implementing procedures for delivering services to clients, monitoring compliance with local and state regulations, etc.;

Interprets federal, New York State and local policies related to the provision of employment and rehabilitation services to public assistance clients;

Reviews documentation of hours worked and enters information into the New York State Welfare to Work Caseload Management System (WTWCMS);

Evaluates justifications for noncompliance with employment obligations;

Reviews and manages requests related to sanction compliance;

Acts as a liaison with other government agencies and community groups to exchange information, explain employment-related programs and regulations and encourage participation by public and private employers in a variety of job training programs;

Establishes and maintains partnerships with local education, training, workforce, supportive services and other provides in the community to enhance service offerings for participants;

Works with the Operations, Analysis and Planning Unit and administrative staff in the development of new procedures needed to ensure compliance with regulations and maximize the efficiency of the Employment Unit;

Participates in the training of staff;

Evaluates and makes recommendations to administrative staff on needed changes to the unit's operating procedures, when appropriate;

Gathers data and prepares standard reports, memos and letters;

Attends meetings and workshops, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of general employment rules and regulations; thorough knowledge of interviewing principles, practices and techniques; good knowledge of the social and economic challenges faced by economically disadvantaged groups; ability to supervise the work of others; ability to communicate effectively, both orally and in writing; ability to prepare clear and accurate records and reports; ability to understand and interpret procedures, policies and regulations; ability to establish and maintain cooperative relationships with others; ability to use computer software and applications (e.g., Microsoft Word, Excel)*.

MINIMUM QUALIFICATIONS:

1. Graduation from high school or possession of an equivalency diploma and five (5) years of paid work experience in employment interviewing and/or job placement or seven (7) years of paid work experience that involved direct public contact**, at least one (1) year of which must have involved the supervision of staff; or

(over)

2. An Associate's degree or equivalent college credits (minimum of sixty (60) credits) and three (3) years of paid work experience in employment interviewing and/or job placement or five (5) years of paid work experience that involved direct public contact**, at least one (1) year of which must have involved the supervision of staff; or
3. A Bachelor's degree or higher and one (1) year of paid work experience in employment interviewing and/or job placement or three (3) years of paid work experience that involved direct public contact**, at least one (1) year of which must have involved the supervision of staff.

PROMOTION: Two (2) years of permanent status as an Employment Assistant II.

*To be demonstrated during the probationary period.

**Public contact shall be defined as direct contact (e.g., in-person or telephone interactions) with clients, customers or members of the public that involves persuasion, negotiations, counseling, gathering, disseminating, or clarifying information, and inspection activities that include contact with individuals, or similar activities. The nature of the contact is such that it requires judgment and independent thinking on the part of the individual in dealing with or responding to another person.